

# UI OPERATIONAL PERFORMANCE

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**Quarter Ending June 30, 2001**

# UI OPERATIONAL PERFORMANCE

*Quarter Ending June 30, 2001*

## Introduction

- This is the sixteenth in a series of quarterly reports designed to give a broad overview of UI operational performance and its basic context. Where available, data shown are for the quarter, or for the 12-month period, ending June 30, 2001.
- This report contains a Special Focus analysis on the fifteen states that failed to attain the Secretary's Standard for 14/21-day first payment timeliness in FY 2000 or FY 2001
- Users are encouraged to offer comments to the Division of Performance Management on the content, format and displays of the report. Please send comments to Burman Skrable on (202) 693-3197.

## Macro Scene

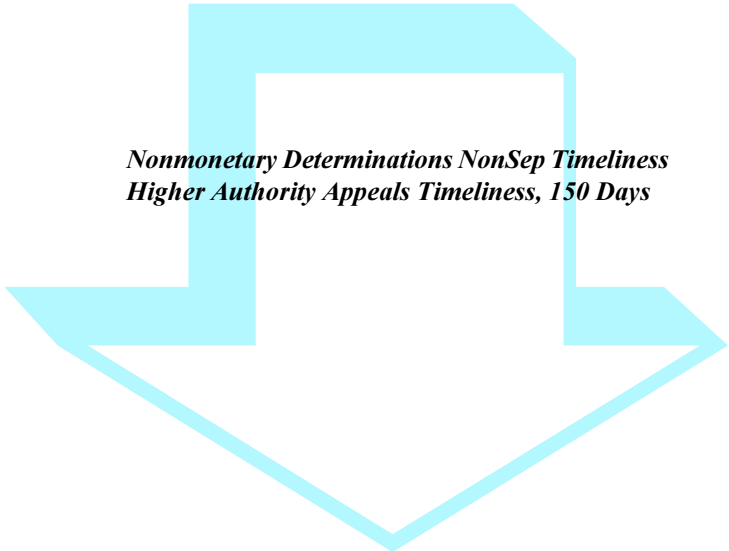
- ***For the quarter***, many economic indicators pointed to slower growth and firms forecast earnings declines or lowered earnings growth rates, and many announced layoffs. Labor market conditions began to show obvious deterioration relative to the same quarter in 2000 while pointing to worse conditions ahead. The total unemployment rate was 4.4% (vs. 3.9% in 2000) and the IUR was 2.1%, vs. 1.5% a year ago. Initial claims in the quarter were about 39% higher than a year earlier, and first payments were about 50% higher.
- ***For the year***, comparing 1-year values with 3-year averages shows the beginnings of labor market deterioration. Although the TUR and IUR and weeks claimed are at 3-year averages, initial claims and first payments exceed their 3-year averages by about 10% and are above their year-ago values. On the other hand, both the exhaustion rate and average duration are lower than both 3-year averages and their year-ago values. Benefit payments (\$22.6 Vs. \$20.4 bil.) and tax collections (\$19.7 bil. Vs. \$19.6) both exceed 3-year averages. State ranges for all continue high: IUR from 0.6% to 5.2%, duration from 8 weeks to 18 weeks, and the exhaustion rate from 6% to 50%.

# **Movement in the Aggregate Performance on GPRA/TIER I Measures**

*from March to June*



*14/21 Days First Payment Timeliness (combined)*  
*Nonmonetary Determinations Separation Timeliness*  
*Nonmonetary Determinations Quality*  
*Lower Authority Appeals Timeliness, 30 days*  
*Lower Authority Appeals Timeliness, 45 Days*  
*Lower Authority Appeals Timeliness, 90 Days*  
*Lower Authority Appeals Quality*  
*Higher Authority Appeals Timeliness, 45 days*  
*Higher Authority Appeals Timeliness, 75 Days*  
*New Status Determination Timeliness, 90 Days*  
*New Status Determination Timeliness, 180 Days*  
*Transfer from Clearing Account*



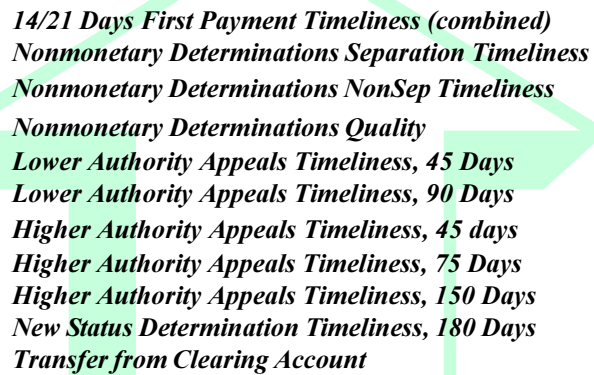
*Nonmonetary Determinations NonSep Timeliness*  
*Higher Authority Appeals Timeliness, 150 Days*



*35 Days First Payment Timeliness (combined)*

# **Movement in the Number of States Passing GPRA/TIER I Measures**

*from March to June*



*14/21 Days First Payment Timeliness (combined)*  
*Nonmonetary Determinations Separation Timeliness*  
*Nonmonetary Determinations NonSep Timeliness*  
*Nonmonetary Determinations Quality*  
*Lower Authority Appeals Timeliness, 45 Days*  
*Lower Authority Appeals Timeliness, 90 Days*  
*Higher Authority Appeals Timeliness, 45 days*  
*Higher Authority Appeals Timeliness, 75 Days*  
*Higher Authority Appeals Timeliness, 150 Days*  
*New Status Determination Timeliness, 180 Days*  
*Transfer from Clearing Account*



*35 Days First Payment Timeliness (combined)*  
*Lower Authority Appeals Quality*



*Lower Authority Appeals Timeliness, 30 days*  
*New Status Determination Timeliness, 90 Days*

## UI System Performance

### *GPRA / Tier I Performance*

From the January-March quarter the reciprocity rate dropped only slightly, from 46% to 44%, and the BAM wage replacement rate stayed constant at about 46%. The percentage of UI claimants registered with the Job Service bounced up from 56% to about 63%. First payment timeliness indicators generally strengthened. The percentage of payments attaining the combined 14/21 criterion stayed constant but the number of States attaining the proposed FY2002 combined criterion for 14/21 day 1<sup>st</sup> payment timeliness rose by two. The number of states attaining the combined, intrastate and interstate criteria generally rose slightly. The aggregate nonmon quality score rose 0.6 points to 71.2% and the number of states attaining the criterion rose dramatically, from 23 to 30.

- Overall, eleven quarterly Tier I aggregate indicators rose, three fell and one was unchanged from the preceding quarter. The number of states meeting criteria rose for 13 measures, fell for two, and was unchanged for two.

*Areas where greatest number of States achieve criteria:* Interstate payments within 14/21 days; all first payments within 35-days; Lower Authority appeals 75 day timeliness; Lower Authority appeals quality; Higher Authority 75-day and 150-day timeliness; status determinations timeliness.

*Weakest areas:* Nonmon timeliness and quality; 14/21 day first payments (combined); timeliness of trust fund transfer; Lower Authority appeals timeliness, 30- and 45-day.

- 1st Payment Timeliness. Although workloads were beginning to rise with the cyclical downturn, 1<sup>st</sup>-payment timelapse improved slightly. Aggregate 14/21-day performance was flat but the number of states attaining the combined interval rose by two and the interstate interval by five. Time lapse at the 35-day interval was about the same and so was the number of states meeting the criteria. Figures for the current quarter are all still above their 3-year averages, however.
- Nonmonetary Determinations. Except for a decline in aggregate nonsep timeliness, all indicators improved from the previous quarter. Most notable was a rise of seven states attaining the quality criterion. However, the quarterly and year-average aggregate performance timeliness figures are below their 3-year average, indicating a decline in nonmon time lapse. Quality has improved slightly.
- Lower Authority Appeals. All aggregate timeliness and quality indicators rose from the previous quarter. However, nineteen states missed the 30-day time lapse criterion in both quarters, while 5 more met it at the 45-day level. The number of states meeting the quality criterion fell by one—from 52 to 51.
- Higher Authority Appeals. Aggregate timeliness performance improved marginally at all but the 150-day level, and the number of States meeting all three timeliness criteria rose. In the quarter this was clearly the system's strongest area of performance, with no more than 2 states missing any criterion.
- Status Determinations Timeliness. Aggregate time lapse at both 90 days and 180 days rose by about four percentage points. The number of States meeting the 90-day criterion was flat at 49 while those meeting the 180-day criterion rose from 45 to 47.

- Transfer Timeliness. Quarterly timeliness varied depending on the measure used. By the old measure, aggregate performance was unchanged at 2.4 days, but the ratio measure worsened noticeably, from 1.6 to 2.4. However, the number of States meeting both measures jumped by nine. 36 states met the old measure; 42 met the new measure.

### ***Other Important Measures***

The other indicators had a mixed pattern of change from March to June.

- The % of Continued Claims paid within 21 days were unchanged. On average the system pays about 94% of continued claims within 21 days; in the current quarter, the best State was at 99.6%, the lowest at 74%.
- BAM overpayment rate declined a point, to about 8%.
- Workforce development measures were varied. BAM data showed about 15% of claimants received referrals from the ES (up from 12% in the previous quarter) and 4% were in training. Aggregate data showed about 39% of UI initial claimants were profiled (down from 42%), of whom 47% were put into the services pool (up from 36%). About 32% of those pooled were referred to services.
- BPC recovery rates were down (Fraud from 71% to 69%; Nonfraud from 64% to 58%). The quarterly highs and lows indicate reporting anomalies on the 227 report, however. For the quarter, one state reported fraud collections as high as 339% of establishments; one reported a low of -216%.
- Tax measures. The annual measure for % of contributions on time improved from 87% in the March quarter to 94% in June. Both the quarter and year ending June 30 figures were above the 3-year average of 90%. Accounts receivable for the year ending March averaged about 2.2% of contributions due, down from its 3-year average of 2.3%. During the calendar year, however, audit penetration improved relative to its 3-year average, to 1.9% from 1.8%. The percent of wages audited was 1% in the quarter, about at its one-year average of 1.1% but down relative to the three-year average of 1.5%. The percent of wages change resulting from audit fell from 4.8% to 3.8%.

## ***Special Focus Analysis:***

### **States that missed the Secretary's Standard for 14/21 Intrastate Timelapse in FY 2000 or FY 2001.**

*Background.* First payment time lapse has long been a key UI performance measure, and since the 1970s states have been subject to a Secretary's Standard (S/S) that all payments must be made as promptly as administratively feasible. States that make at least 87% of intrastate first payments, and 70% of interstate first payments, within 14/21 days of the last date of the first compensable week meet the S/S. UI PERFORMS defines a new and more demanding minimum performance standard: 90% of all first payments combined (intra + inter + UCFE + UCX, including weeks of partial unemployment now excluded in measuring performance against the S/S) must be made within 14/21 days. Until the UI PERFORMS regulation is promulgated, however, the old S/S remains in force.

First payment time lapse has received heightened attention internally because of UI PERFORMS and externally because the intrastate S/S measure is a key strategic benefit payment indicator in the DOL and ETA Government Performance and Results Act plans. These plans include performance targets for all indicators. The first-pay target is framed as the number of states meeting or exceeding the S/S; it was 46 states in FY 1999, 47 states in FY 2000, and 48 states in FY 2001. The target was hit for FY 1999 and 2000 but in FY 2001 only 42 attained the S/S. This brief analysis examines factors behind the decline in expected performance for States missing in either of the last two fiscal years.

#### *Factors Affecting Performance in FY 2000 and FY 2001*

Below are the states missing the S/S in either of the two years. Only DC, LA, and VI failed in both years.

<u>FY 2000 Only</u>	<u>FY 2001 Only</u>	<u>Both Years</u>
Michigan	Colorado	District of Columbia
New York	Florida	Louisiana
North Carolina	Indiana	Virgin Islands
	Missouri	
	New Hampshire	
	Pennsylvania	
	Rhode Island	
	South Dakota	

In conjunction with the GPRA report for FY 2001—when performance fell 6 states short of the expected target—we conducted an brief analysis of factors affecting performance of the fourteen states above. The analysis included Nevada, which had missed time lapse for the period ending March 2000 and had written a CAP in its 2001 State Quality Service Plan (SQSP). In this analysis we examined (a) CAPs; (b) historical patterns; (c) Workload increases; and (d) other factors, especially implementation of remote claims taking systems.

(1) *CAPs*. All six states missing the S/S in FY 2000, plus Nevada, wrote CAPs as part of their SQSPs. All but DC improved time lapse; DC's declined by 0.9 points, from 85.1 to 84.2%. MI, NY, and NC improved to meet time lapse, NY by 10 points. Although VI and LA did not exceed the standard, they improved considerably, LA by two and VI by nearly 7 points.

(2) *Historical Behavior*. The attached three charts show first payment time lapse for the 1980-2001 period. In this period, 1980, 1981-83, and 1991 were periods of recession. The charts group the states by size, small, medium, and large.

- ❖ Among the smaller states, VI and DC actually showed improvements in the 1984 recession. VI has generally missed time lapse since 1990 and DC since 1992, VI falling off during the 1991 recession. NH and SD fell off sharply from 2000 to 2001. Only VI recovered between 2000 and 2001.
- ❖ The medium states show a greater sensitivity to cyclical conditions than the small states. Time lapse fell off sharply in 1991 for all but NC. NV's, LA's, and MO's time lapse have been low or declining since 1995. CO and MO's time lapse fell noticeably between 2000 and 2001.
- ❖ Among the five largest states, MI, IN, and NY generally exhibit high sensitivity to recession (although NY and MI have recovered since 1999). Time lapse in FL, PA, and IN has been in decline since the mid-1990s which the 2000-01 period seems to have worsened.

(3) *Workload Increases*. Following are the workload increases from FY 2000 to FY 2001 (actually for the period September-August to ensure complete reporting.) For the country, workload increased by an average of 26%, while the percent of first payments made within 14/21 days increased from 89.7% to 90.4%.

<u>Missed FY 2000 Only</u>		<u>Missed FY 2001 Only</u>		<u>Missed Both Years</u>	
Michigan	65.7%	Colorado	34.3%	District of Columbia	-7.7%
New York	17.3%	Florida	20.7%	Louisiana	15.7%
North Carolina	48.2%	Indiana	54.8%	Virgin Islands	5.8%
<b>Average</b>	<b>43.7%</b>	Missouri	22.6%	<b>Average</b>	<b>4.6%</b>
		New Hampshire	60.4%		
		Pennsylvania	19.9%		
		Rhode Island	5.4%		
		South Dakota	30.3%		
		<b>Average</b>	<b>31.1%</b>		

This summary suggests that (a) the states which recovered from 2000 to 2001, especially MI and NC, did so despite heavy workload increases. (b) Workload did not seem to be a factor in the three states which missed time lapse in both periods; DC's workload actually declined. The small workloads may have helped VI and LA with their performance increases. (c) Although the states which newly missed time lapse in FY 2001 had workload increases above the national average, the increases in half of them—PA, RI, MO, and FL were below the national average.

*(4) Factors Operating in the 2001-only States.* Of particular interest are factors that might have contributed to time lapse declines in 2001 in the eight states which exceeded the S/S in 2000. This section combines the factors identified above with other possible factors that can be identified through our measures. Two possible factors include small size (less flexibility to adjust to large workload increases) and the implementation of telephone initial claims processing (time lapse was slowed in the past when some states implemented phone claims.)

❖Colorado: workload increase slightly above average

❖Florida :

❖Indiana: above-average workload increase; timelapse seems highly sensitive to recession.

❖Missouri:

❖New Hampshire: small state, implementing telephone initial claims; above-average workload increase.

❖Pennsylvania: implementing telephone initial claims.

❖Rhode Island:

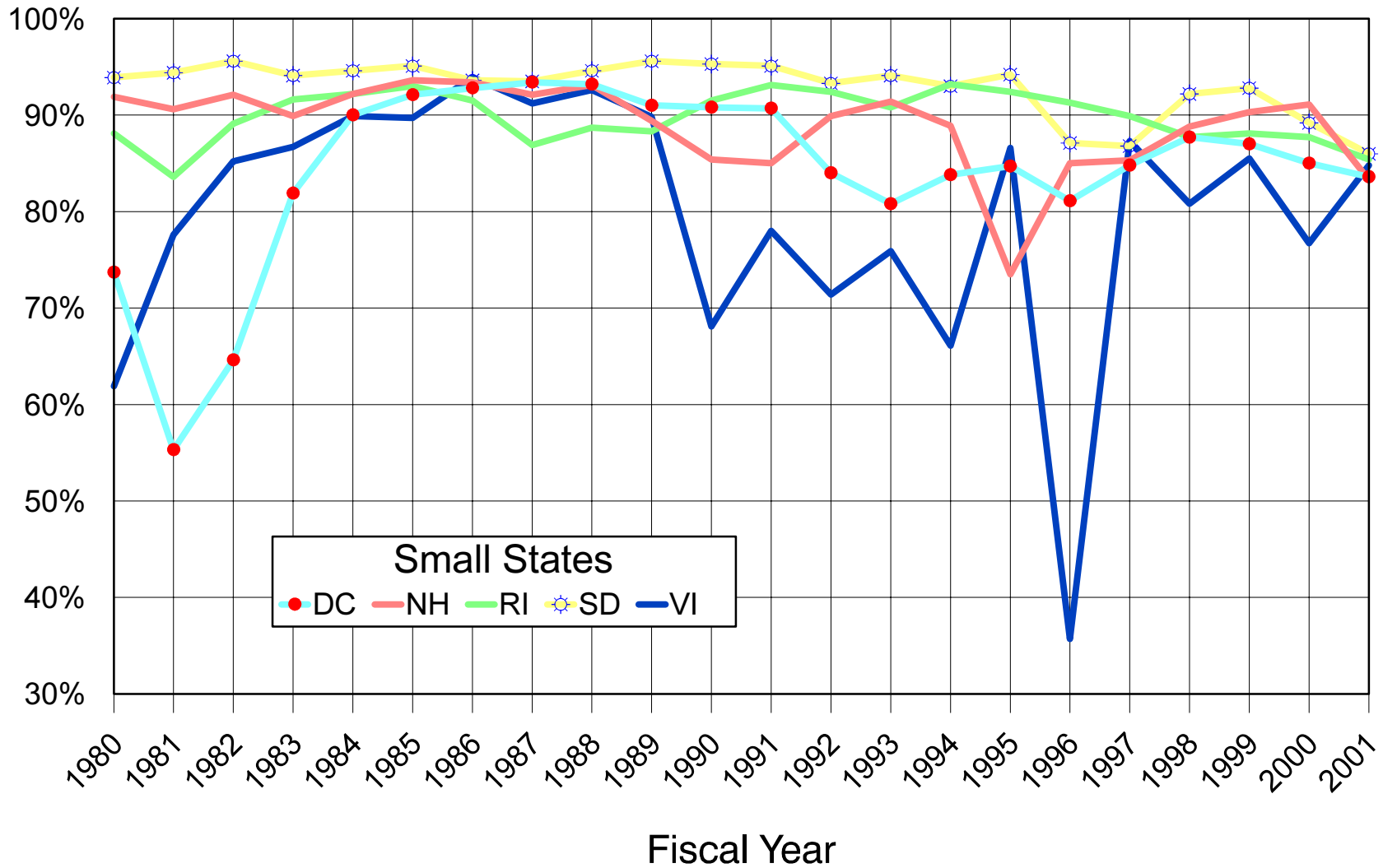
❖South Dakota: small state; workload increase slightly above average; implementing telephone initial claims.

### *Conclusion*

The quantifiable factors of traditional sensitivity to recession, workload increase, state size, and involvement in implementing telephone initial claims during the past fiscal year seem to offer some keys to the declines in five of the eight FY2001-only states. Other factors must explain declines in FL, MO, and RI. RI's time lapse has been in a steady decline since 1994, similar to that in PA and FL. Of the states that also missed the criterion in FY 2000, VI and LA seem to be making progress through their CAPs. DC does not have far to go but its current CAP was ineffective despite workload declines. On the basis of the overall success of the CAP process in six of the seven states which missed the time lapse criterion in FY 2000, we expect that most, if not all, of the eleven states missing time lapse in 2001 will rebound in FY 2002.

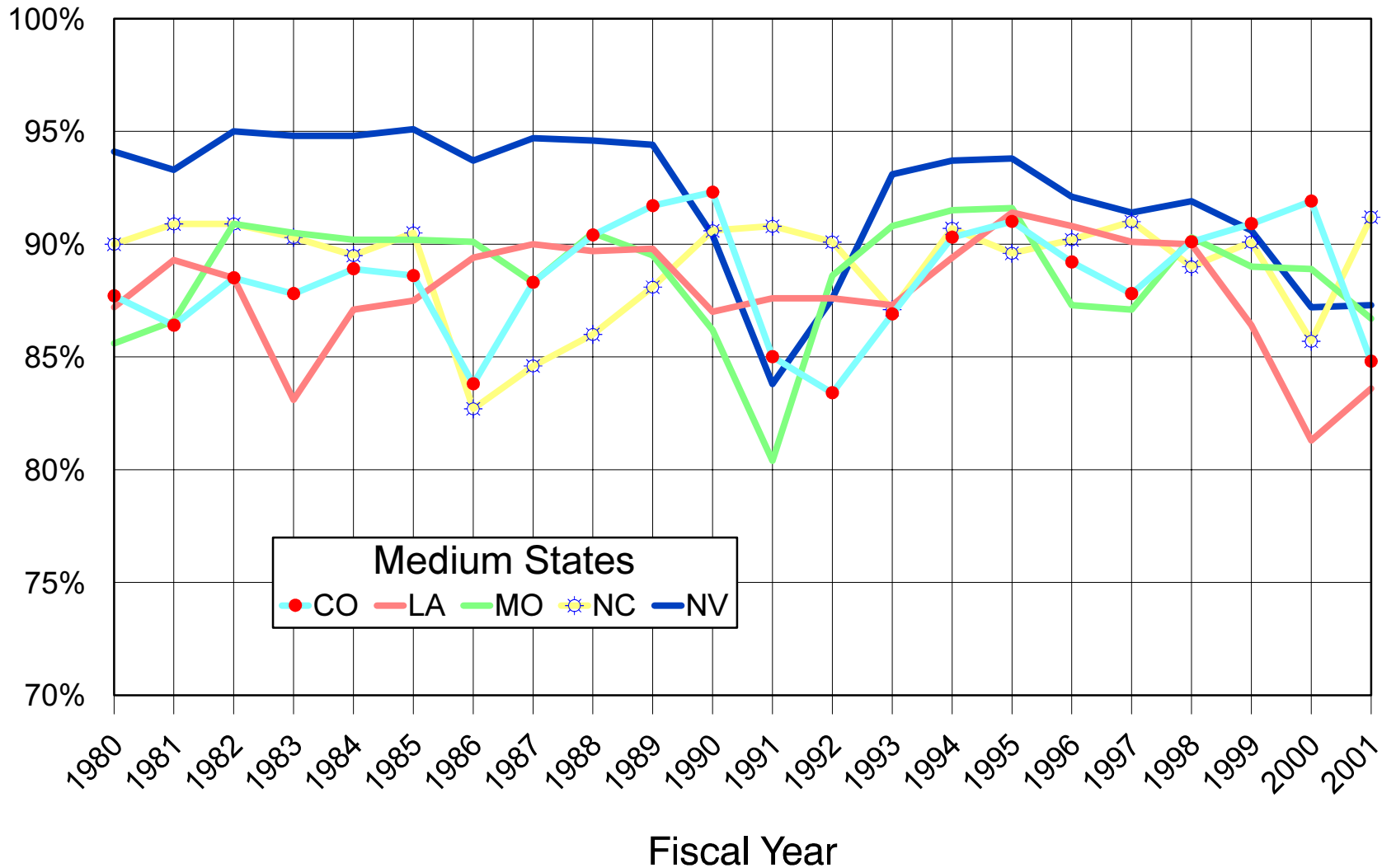
# First Pay Time Lapse

% of Intrastate First Payments made within 14/21 days



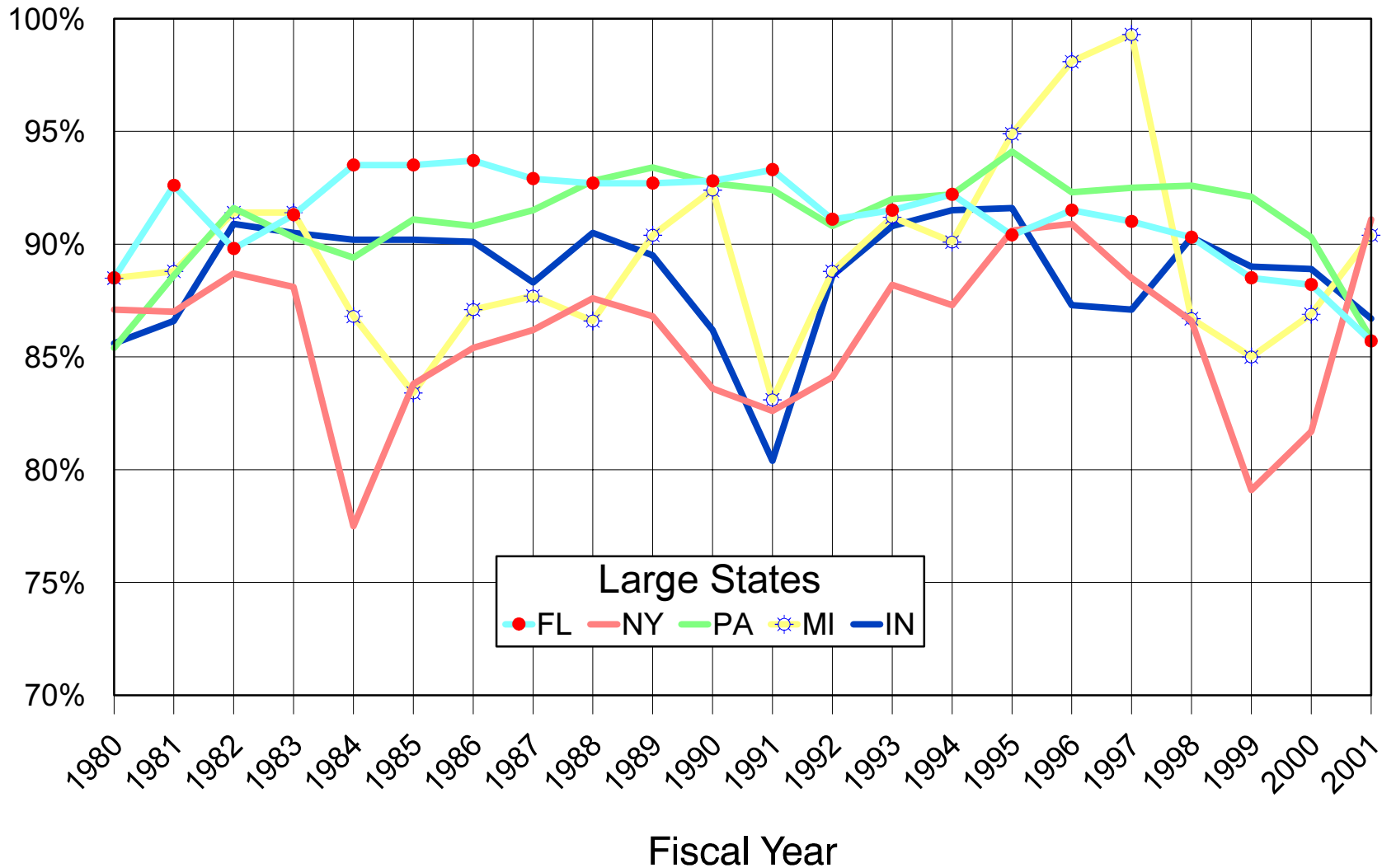
# First Pay Time Lapse

% of Intrastate First Payments made within 14/21 days



# First Pay Time Lapse

% of Intrastate First Payments made within 14/21 days



## ***GPRA Scorecard***

For the 12 months ending in June 2001 against the ETA Strategic and Annual Performance Plan goals for UI relative to the targets contained in the FY 2001 APP:

<b>Goal/Indicator</b>	<b>2001 Target</b>	<b>Performance</b>
# States meeting nonmon quality criterion	28 States	25 States
# States meeting Sec. Std., intrastate 1st pay timeliness, 14/21 days	48 States	45 States
# States meeting new status timeliness criterion, 90-day	50 States	48 States
# States passing new status accuracy acceptance sample	36 States	39 States**
Speed of Deposit into Clearing Accounts	Under development	Not Applicable
# States meeting timeliness of transfer to Trust Fund criterion	39 States	35 States
Reciency Rate	$\geq 39\%$	41%
# States with MaxWBA $\geq 2/3$ of Avg. Weekly Wage	13	10
# States with AHCM $\geq 1.0$	$\geq 32$ States	32 States*
Entered Employment Rate or Alternative	Under development	NA
Exhaustion Rate	$\leq 32\%$	27%

\* FY 2000; \*\*CY 2000

# UI QUARTERLY MANAGEMENT REPORT

## CHART I

Report Period: April 1, 2001 to June 30, 2001

Rundate: September 24, 2001

	NATIONAL AGGREGATE				STATE PERFORMANCE					
	3-Yr	1-Yr	Prev Qtr	Curr Qtr	1-Yr		Previous Quarter		Current Quarter	
					High	Low	High	Low	High	Low
<b>MACRO INDICATORS</b>										
Net UI Contributions (3-yr. is annual avg.)	19.6B	19.7B	2.5B	9.7B	2.9B	9.2M	447M	1.6M	1.4B	2.5M
Net UI Benefits (3-yr. is annual avg.)	20.4B	22.6B	7.3B	6.4B	2.5B	3.1M	695M	0.6M	739M	1.1M
TUR (unadjusted)	4.2%	4.2%	4.6%	4.4%	10.4%	2.1%	10.8%	2.3%	11.3%	2.4%
IUR (unadjusted)	1.8%	1.9%	2.4%	2.1%	5.2%	0.6%	6.2%	0.7%	5.6%	0.7%
Total Unemployment Level (weekly, unadjusted)	5.9M	5.9M	6.5M	6.2M	0.8M	8,923	0.9M	9,790	0.8M	8,613
Insured Unemployment Level (weekly, unadjusted)	2.3M	2.4M	3.0M	2.7M	0.4M	2,665	0.4M	4,196	0.4M	2,578
Number of First Payments (3-yr. is annual avg.)	7.5M	8.3M	2.8M	2.0M	1.1M	1,295	0.3M	249	0.3M	426
Number of Initial Claims (3-yr. is annual avg.)	16.4M	18.1M	5.3M	4.6M	2.5M	2,073	0.7M	481	0.7M	627
Average Duration of Benefits (weeks)	13.9	13.3	^	^	18.3	8.0	^	^	^	^
Exhaustion Rate	31.3%	32.1%	^	^	52.3%	6.2%	^	^	^	^
<b>GPRA PERFORMANCE</b>										
UI Reciprocity Rate	38.5%	41.0%	46.1%	43.8%	84.6%	20.1%	93.1%	22.6%	79.2%	23.0%
Wage Replacement Ratio (BAM)	46.5%	46.7%	47.6%	46.1%	55.2%	31.4%	57.6%	29.0%	56.7%	31.5%
% UI Claimants Registered with ES (BAM)	60.6%	60.0%	56.2%	62.6%	100.0%	7.4%	100.0%	2.2%	100.0%	13.2%
<b>OTHER IMPORTANT MEASURES OF PERFORMANCE</b>										
% of Contributory Employers Filing Reports Timely	86.2%	84.5%	84.7%	86.1%	99.3%	65.0%	100.6%	27.3%	98.5%	69.7%
Cont. Claims Payment Timeliness, Intra, 21 days	93.5%	93.7%	93.9%	93.8%	99.5%	78.2%	99.5%	78.3%	99.5%	74.2%
BAM Overpayment Rate	8.8%	8.8%	9.0%	8.1%	23.1%	2.0%	30.0%	0.6%	21.9%	0.6%
Fraud Overpayment Recovery Rate	55.2%	58.8%	71.3%	68.5%	146.1%	23.8%	^	^	^	^
Nonfraud Overpayment Recovery Rate	57.4%	57.7%	64.0%	57.7%	97.8%	21.4%	^	^	^	^
% of Amounts Due that were Paid Timely	90.4%	91.0%	87.3%	93.7%	100.0%	7.5%	98.5%	29.6%	99.3%	-10.3%
% of Accounts Receivable at end of report period	3.2%	3.2%	^	^	18.4%	0.5%	^	^	^	^
% of Change in total wages resulting from audit	4.0%	4.2%	4.8%	3.8%	16.8%	0.1%	123.6%	0.0%	14.5%	0.0%
% of Contributory employers who are audited	1.8%	1.9%	^	^	3.3%	0.1%	^	^	^	^
% of Total wages audited (annualized)	1.5%	1.1%	1.0%	1.2%	3.7%	0.0%	3.0%	0.0%	5.5%	0.0%
<b>UI and the WORKFORCE DEVELOPMENT SYSTEM</b>										
% of UI claimants receiving referrals from ES (BAM)	15.1%	14.3%	11.9%	14.8%	51.5%	0.1%	45.2%	0.7%	56.3%	0.8%
% of UI claimants in Training (BAM)	4.8%	4.4%	3.9%	4.2%	9.0%	1.0%	10.8%	1.0%	10.8%	0.8%
Claimants profiled as % of ICs	41.3%	39.6%	42.5%	38.7%	90.5%	9.0%	113.6%	9.1%	92.2%	9.7%
Claimants pooled as % of those profiled	36.6%	40.8%	35.5%	46.8%	98.5%	0.6%	98.5%	2.8%	98.6%	0.5%
Claimants referred to services as % of pooled	35.5%	33.6%	33.8%	31.7%	103.1%	3.1%	126.7%	3.1%	107.5%	2.3%

\* Data not available

^ Measure is calculated on a yearly basis only

# QUARTERLY MANAGEMENT REPORT

## CHART II

Report Period: April 1, 2001 to June 30, 2001

Rundate: September 24, 2001

TIER 1 MEASURES	CRITERION	NATIONAL AGGREGATE				STATE PERFORMANCE					
		3-Yr	1-Yr	Prev Qtr	Curr Qtr	Previous Quarter			Current Quarter		
						High	Low	Fail	High	Low	Fail
FIRST PAYMENT TIMELINESS											
1st Pays in 14/21 Days (combined)	90%	89.3%	89.9%	89.7%	89.8%	98.5%	78.9%	25	98.1%	80.7%	23
1st Pays in 14/21 Days (intrastate)	87%	90.0%	90.5%	90.6%	90.3%	98.6%	81.1%	10	98.0%	83.6%	10
1st Pays in 14/21 Days (interstate)	70%	79.8%	81.3%	80.6%	82.1%	95.9%	36.4%	9	96.3%	31.8%	4
1st Pays in 35 Days (combined)	95%	97.2%	97.5%	97.5%	97.5%	99.8%	90.8%	5	99.8%	90.8%	6
1st Pays in 35 Days (intrastate)	93%	93.3%	93.9%	97.7%	97.3%	99.9%	91.4%	2	99.9%	92.8%	1
1st Pays in 35 Days (interstate)	78%	93.3%	93.9%	93.8%	93.8%	99.4%	65.5%	4	100.0%	65.6%	2
NONMONETARY DETERMINATIONS											
Separation Determinations within 21 Days	80%	70.8%	70.3%	68.6%	69.8%	98.7%	25.2%	33	98.7%	25.6%	30
Nonseparation Determinations within 14 Days	80%	65.0%	64.2%	66.5%	62.4%	92.7%	25.3%	41	93.2%	20.6%	39
Nonmon Determ scoring > 80 pts	75%	70.2%	70.8%	70.6%	71.2%	93.3%	24.4%	30	96.5%	29.2%	23
LOWER AUTHORITY APPEALS											
LAA decisions within 30 days	60%	69.1%	63.4%	59.0%	62.5%	99.8%	2.9%	19	99.7%	2.8%	19
LAA decisions within 45 days	80%	86.2%	83.3%	79.6%	84.0%	100.0%	10.3%	15	100.0%	13.4%	10
LAA decisions within 90 days	95%	96.2%	95.8%	94.7%	97.0%	100.0%	38.3%	9	100.0%	34.7%	7
LA benefit appeals with combined scores > 85%	80%	93.9%	94.9%	95.5%	96.1%	100.0%	68.4%	1	100.0%	75.0%	2
HIGHER AUTHORITY APPEALS											
HAA decisions within 45 days	50%	67.6%	68.6%	67.8%	72.1%	99.1%	23.2%	5	99.7%	34.6%	2
HAA decisions within 75 days	80%	89.2%	89.8%	89.3%	91.1%	100.0%	66.8%	5	100.0%	71.0%	1
HAA decisions within 150 days	95%	97.8%	98.3%	98.2%	97.5%	100.0%	88.9%	3	100.0%	87.4%	2
NEW STATUS DETERMINATIONS											
New status determinations made within 90 days	60%	78.4%	79.4%	75.2%	79.7%	95.8%	15.9%	4	97.7%	47.1%	4
New status determinations made within 180 days	80%	88.7%	89.4%	85.9%	89.1%	98.3%	54.3%	8	100.0%	68.7%	6
TIMELINESS OF TRANSFERS FROM CA TO TF											
# Days of transfer from clearing account to trust fund	<= 2 days	2.3	2.2	2.4	2.4	8.9	0.0	26	16.4	0.0	17
Annual ratio	<=1.75	1.48	2.04	1.60	2.42	11.90	-0.12	20	20.18	-0.84	11

\* Data not available

^ Measure is calculated on a yearly basis only

## UI QUARTERLY MANAGEMENT REPORT

### REGION I - BOSTON

Report Period: July 1, 2000 to June 30, 2001

TIER I AND GPRA MEASURES	CRITERION	CT		ME		MA		NH		RI		VT	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>													
1st Pays in 14/21 days - intrastate	87%	94.6%	94.1%	88.4%	88.0%	88.6%	89.7%	85.2%	85.5%	86.4%	85.4%	88.4%	90.6%
1st Pays in 14/21 days - interstate	70%	76.6%	75.4%	42.9%	59.7%	75.6%	78.6%	76.1%	68.8%	75.8%	75.9%	85.4%	89.9%
1st Pays in 45 days - intrastate	94%	97.6%	97.9%	97.1%	97.6%	96.6%	97.1%	95.2%	94.8%	97.0%	96.4%	95.4%	96.7%
1st Pays in 45 days - interstate	78%	90.2%	88.5%	87.7%	90.5%	89.9%	91.4%	89.2%	85.9%	96.5%	95.4%	94.4%	96.0%
<b>Tax/Cash Management</b>													
Days' worth of deposits in Clearing Account	<= 2 days	2.6	2.0	1.3	1.7	1.5	1.4	3.3	3.7	0.1	0.7	1.7	1.6
<b>GPRA Performance</b>													
UI Recipency Rate	NA	79.2%	84.6%	46.6%	46.5%	71.9%	73.3%	23.2%	20.1%	37.7%	38.4%	58.0%	51.9%
BAM Wage Replacement Ratio	NA	45.2%	45.2%	49.8%	50.0%	47.8%	47.0%	42.3%	41.6%	33.0%	41.4%	49.4%	50.4%
UI claimants registered with ES (BAM)	NA	47.9%	42.8%	90.2%	77.7%	29.4%	19.7%	77.9%	80.0%	95.4%	94.2%	100.0%	79.0%

\* Data not available

Rundate: October 1, 2001

## UI QUARTERLY MANAGEMENT REPORT

### REGION I - NEW YORK

Report Period: July 1, 2000 to June 30, 2001

TIER I AND GPRA MEASURES	CRITERION	NJ		NY		PR		VI	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days - intrastate	87%	91.7%	91.5%	90.7%	90.4%	94.4%	88.4%	85.9%	82.6%
1st Pays in 14/21 days - interstate	70%	76.0%	75.4%	86.2%	82.2%	46.2%	44.4%	41.8%	29.6%
1st Pays in 45 days - intrastate	94%	98.4%	98.4%	97.2%	97.2%	97.8%	98.6%	97.4%	95.9%
1st Pays in 45 days - interstate	78%	89.4%	90.7%	94.4%	94.0%	65.6%	84.4%	68.2%	72.2%
<b>Tax/Cash Management</b>									
Days' worth of deposits in Clearing Account	<= 2 days	0.0	0.1	1.5	1.4	*	*	0.2	0.1
<b>GPRA Performance</b>									
UI Recipency Rate	NA	54.9%	55.2%	50.1%	42.1%	*	*	30.3%	31.2%
BAM Wage Replacement Ratio	NA	55.8%	54.4%	47.8%	48.6%	*	*	45.0%	47.9%
UI claimants registered with ES (BAM)	NA	42.8%	45.8%	47.5%	29.2%	57.7%	58.8%	0.0%	0.0%

\* Data not available

Rundate: October 1, 2001

# UI QUARTERLY MANAGEMENT REPORT

## REGION II - PHILADELPHIA

Report Period: July 1, 2000 to June 30, 2001

TIER I AND GPRA MEASURES	CRITERION	DE		DC		MD		PA		VA		WV	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>													
1st Pays in 14/21 days - intrastate	87%	93.8%	95.1%	86.3%	85.4%	93.5%	93.6%	86.3%	86.7%	93.3%	94.2%	94.3%	90.2%
1st Pays in 14/21 days - interstate	70%	75.0%	77.1%	79.1%	77.9%	78.8%	75.2%	73.1%	74.2%	80.1%	79.4%	77.0%	78.4%
1st Pays in 35 days - intrastate	93%	96.7%	97.4%	92.8%	92.2%	96.2%	96.6%	94.8%	95.9%	98.6%	98.8%	98.6%	95.5%
1st Pays in 35 days - interstate	78%	86.3%	89.0%	94.8%	93.5%	87.9%	87.7%	89.8%	90.9%	96.0%	95.9%	95.5%	95.2%
<b>Tax/Cash Management</b>													
Days' worth of deposits in Clearing Account	<= 2 days	1.7	2.4	2.6	2.5	1.2	1.3	0.1	0.1	4.1	4.7	2.3	2.0
<b>GPRA Performance</b>													
UI Reciprocity Rate	NA	46.8%	43.5%	44.4%	36.9%	33.2%	29.3%	60.2%	56.8%	31.5%	32.9%	35.4%	33.8%
BAM Wage Replacement Ratio	NA	48.0%	46.3%	41.4%	43.6%	46.0%	46.0%	56.0%	55.2%	48.7%	48.6%	41.1%	42.0%
UI claimants registered with ES (BAM)	NA	94.4%	88.0%	13.2%	7.4%	30.3%	28.0%	15.0%	17.3%	84.3%	78.4%	62.5%	61.9%

\* Data not available

Rundate: October 1, 2001

# UI QUARTERLY MANAGEMENT REPORT

## REGION III - ATLANTA

Report Period: July 1, 2000 to June 30, 2001

TIER I AND GPRA MEASURES	CRIT.	AL		FL		GA		KY		MS		NC		SC		TN	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>																	
1st Pays in 14/21 days - intrastate	87%	94.7%	95.7%	86.3%	88.1%	94.3%	93.1%	92.1%	92.8%	94.1%	93.9%	91.1%	91.0%	93.8%	92.2%	97.1%	95.7%
1st Pays in 14/21 days - interstate	70%	91.2%	89.0%	83.8%	83.8%	82.3%	78.8%	75.5%	73.8%	84.4%	73.9%	87.2%	81.0%	89.7%	90.7%	88.6%	80.1%
1st Pays in 35 days - intrastate	93%	98.2%	98.6%	96.4%	96.4%	97.3%	97.0%	96.5%	97.7%	97.3%	97.4%	97.3%	97.3%	98.2%	98.2%	98.6%	98.7%
1st Pays in 35 days - interstate	78%	96.0%	96.4%	95.1%	94.5%	91.7%	91.2%	91.1%	90.6%	95.3%	93.9%	94.0%	91.9%	97.0%	98.0%	94.8%	94.5%
<b>Tax/Cash Management</b>																	
Days' worth of deposits in Clearing Acct	<= 2 days	1.2	1.4	1.9	2.0	4.8	4.0	1.4	1.6	2.2	2.3	1.8	1.6	2.2	2.6	1.3	1.2
<b>GPRA Performance</b>																	
UI Reciprocity Rate	NA	34.3%	33.2%	29.1%	28.7%	34.0%	29.7%	41.6%	38.5%	39.4%	34.5%	42.2%	40.7%	59.7%	60.2%	26.3%	28.8%
BAM Wage Replacement Ratio	NA	43.1%	42.9%	50.2%	50.0%	46.7%	47.8%	52.6%	51.4%	44.5%	46.0%	55.0%	53.3%	56.7%	55.1%	47.2%	46.5%
UI claimants registered with ES (BAM)	NA	85.7%	80.6%	93.4%	89.2%	82.5%	78.6%	49.6%	53.4%	53.2%	57.1%	76.9%	75.5%	81.4%	77.4%	74.2%	65.2%

\* Data not available

Run date: October 1, 2001

## UI QUARTERLY MANAGEMENT REPORT REGION IV - DALLAS

Report Period: July 1, 2000 to June 30, 2001

TIER I AND GPRA MEASURES	CRITERION	AR		LA		NM		OK		TX	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>											
1st Pays in 14/21 days - intrastate	87%	91.9%	92.4%	83.9%	83.4%	88.6%	88.4%	91.3%	90.7%	89.5%	89.4%
1st Pays in 14/21 days - interstate	70%	74.2%	77.0%	78.4%	70.5%	74.2%	76.5%	85.8%	83.0%	87.8%	88.5%
1st Pays in 35 days - intrastate	93%	97.4%	97.7%	93.2%	93.5%	97.3%	97.1%	97.2%	97.5%	98.0%	97.8%
1st Pays in 35 days - interstate	78%	90.5%	93.1%	90.7%	87.9%	92.6%	92.8%	93.9%	93.7%	97.7%	97.3%
<b>Tax/Cash Management</b>											
Days' worth of deposits in Clearing Account	<= 2 days	1.8	1.7	0.9	1.4	1.3	2.7	0.8	0.9	1.0	1.1
<b>GPRA Performance</b>											
UI Reciprocity Rate	NA	53.6%	53.1%	24.9%	22.9%	23.0%	22.9%	34.3%	30.4%	48.7%	44.5%
BAM Wage Replacement Ratio	NA	51.4%	52.5%	46.2%	46.0%	48.2%	47.9%	49.4%	51.1%	45.3%	46.2%
UI claimants registered with ES (BAM)	NA	43.5%	48.5%	77.5%	84.1%	90.1%	90.0%	90.0%	92.2%	90.8%	92.1%

\* Data not available

Rundate: October 1, 2001

## UI QUARTERLY MANAGEMENT REPORT REGION IV - DENVER

Report Period: July 1, 2000 to June 30, 2001

TIER I AND GPRA MEASURES	CRITERION	CO		MT		ND		SD		UT		WY	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>													
1st Pays in 14/21 days - intrastate	87%	86.4%	88.5%	92.6%	92.2%	98.0%	98.1%	88.0%	84.8%	97.7%	97.7%	91.9%	92.3%
1st Pays in 14/21 days - interstate	70%	82.5%	85.5%	87.2%	86.9%	96.3%	95.3%	77.4%	74.3%	95.0%	94.6%	86.3%	79.3%
1st Pays in 35 days - intrastate	93%	96.8%	97.1%	99.1%	98.0%	99.4%	99.4%	96.8%	97.7%	99.9%	99.9%	99.0%	98.8%
1st Pays in 35 days - interstate	78%	96.4%	96.3%	98.6%	97.1%	100.0%	99.1%	97.6%	96.4%	99.7%	99.3%	96.4%	95.9%
<b>Tax/Cash Management</b>													
Days' worth of deposits in Clearing Account	<= 2 days	1.6	2.0	0.9	1.0	0.1	0.0	1.7	1.8	4.1	4.0	1.8	1.4
<b>GPRA Performance</b>													
UI Reciprocity Rate	NA	34.5%	28.6%	40.5%	38.5%	40.1%	45.3%	45.3%	45.0%	29.1%	27.7%	29.5%	30.1%
BAM Wage Replacement Ratio	NA	46.9%	47.9%	44.0%	44.3%	49.4%	49.7%	49.2%	48.8%	47.0%	49.0%	50.2%	48.8%
UI claimants registered with ES (BAM)	NA	75.5%	71.6%	48.7%	40.8%	100.0%	100.0%	66.3%	59.6%	83.5%	76.0%	90.2%	86.1%

\* Data not available

Rundate: October 1, 2001

## UI QUARTERLY MANAGEMENT REPORT REGION V - CHICAGO

Report Period: July 1, 2000 to June 30, 2001

TIER I AND GPRA MEASURES	CRITERION	IL		IN		MI		MN		OH		WI	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>													
1st Pays in 14/21 days - intrastate	87%	92.6%	92.9%	87.1%	87.0%	87.7%	89.6%	91.2%	92.2%	92.3%	92.6%	94.0%	94.8%
1st Pays in 14/21 days - interstate	70%	86.1%	86.8%	67.4%	70.7%	75.4%	69.7%	80.1%	82.8%	81.2%	83.3%	89.4%	90.3%
1st Pays in 35 days - intrastate	93%	97.6%	97.8%	95.2%	95.7%	98.1%	98.1%	98.4%	98.6%	98.5%	98.8%	97.4%	98.0%
1st Pays in 35 days - interstate	78%	94.7%	95.0%	83.4%	88.3%	93.3%	92.5%	95.9%	96.7%	95.9%	96.5%	95.8%	96.0%
<b>Tax/Cash Management</b>													
Days' worth of deposits in Clearing Account	<= 2 days	8.9	8.7	0.1	0.2	16.4	9.4	11.9	7.1	1.6	2.4	5.2	7.0
<b>GPRA Performance</b>													
UI Reciprocity Rate	NA	40.6%	39.8%	50.9%	47.0%	49.7%	49.9%	43.6%	41.2%	45.8%	39.6%	54.6%	56.0%
BAM Wage Replacement Ratio	NA	42.9%	42.1%	49.8%	50.3%	46.9%	47.5%	43.8%	48.9%	43.1%	42.5%	49.2%	49.9%
UI claimants registered with ES (BAM)	NA	33.9%	44.3%	61.4%	63.6%	79.2%	72.5%	21.7%	35.2%	49.2%	53.7%	24.2%	19.5%

\* Data not available

Rundate: October 1, 2001

## UI QUARTERLY MANAGEMENT REPORT REGION V - KANSAS CITY

Report Period: July 1, 2000 to June 30, 2001

TIER I AND GPRA MEASURES	CRITERION	IA		KS		MO		NE	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days - intrastate	87%	90.6%	91.6%	91.0%	91.5%	86.8%	86.1%	95.1%	95.0%
1st Pays in 14/21 days - interstate	70%	82.5%	83.6%	83.8%	88.6%	85.9%	82.3%	84.8%	80.4%
1st Pays in 35 days - intrastate	93%	97.8%	97.9%	97.2%	97.3%	97.2%	97.7%	99.2%	99.4%
1st Pays in 35 days - interstate	78%	94.8%	95.1%	91.9%	95.2%	95.8%	95.6%	97.0%	97.1%
<b>Tax/Cash Management</b>									
Days' worth of deposits in Clearing Account	<= 2 days	2.3	1.8	1.2	1.5	2.0	2.0	1.9	1.8
<b>GPRA Performance</b>									
UI Reciprocity Rate	NA	58.0%	56.3%	35.7%	34.2%	41.5%	44.3%	66.2%	63.3%
BAM Wage Replacement Ratio	NA	51.6%	52.0%	52.6%	53.5%	44.0%	43.7%	31.5%	31.4%
UI claimants registered with ES (BAM)	NA	100.0%	100.0%	64.7%	67.2%	94.2%	90.0%	71.4%	62.9%

\* Data not available

Rundate: October 1, 2001

## UI QUARTERLY MANAGEMENT REPORT REGION VI - SAN FRANCISCO

Report Period: July 1, 2000 to June 30, 2001

TIER I AND GPRA MEASURES	CRITERION	AZ		CA		HI		NV	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days - intrastate	87%	95.5%	94.9%	88.5%	88.0%	89.1%	90.5%	83.6%	90.5%
1st Pays in 14/21 days - interstate	70%	91.1%	87.0%	77.9%	78.0%	81.0%	77.7%	73.1%	73.9%
1st Pays in 35 days - intrastate	93%	98.3%	98.0%	97.5%	97.4%	97.8%	98.1%	94.5%	96.3%
1st Pays in 35 days - interstate	78%	96.5%	95.9%	93.4%	93.7%	95.3%	95.7%	89.6%	89.8%
<b>Tax/Cash Management</b>									
Days' worth of deposits in Clearing Account	<= 2 days	2.5	2.9	0.8	0.9	1.1	1.1	3.3	3.2
<b>GPRA Performance</b>									
UI Recipency Rate	NA	30.3%	25.1%	49.3%	43.3%	37.9%	35.5%	47.9%	48.8%
BAM Wage Replacement Ratio	NA	45.2%	45.3%	36.2%	37.7%	50.8%	53.3%	45.8%	46.7%
UI claimants registered with ES (BAM)	NA	74.2%	73.8%	0.0%	0.0%	63.3%	65.5%	100.0%	59.7%

\* Data not available

Rundate: October 1, 2001

*Footnote for California % of claimants registered with Job Service: "Although BAM finds otherwise, by policy California considers every claimant filing an unemployment insurance claim to be automatically registered with the California Job Service."*

## UI QUARTERLY MANAGEMENT REPORT REGION VI - SEATTLE

Report Period: July 1, 2000 to June 30, 2001

TIER I AND GPRA MEASURES	CRITERION	AK		ID		OR		WA	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days - intrastate	87%	91.6%	91.8%	96.7%	96.7%	92.7%	93.2%	88.0%	90.0%
1st Pays in 14/21 days - interstate	70%	89.0%	89.1%	93.1%	90.3%	94.8%	93.6%	85.0%	87.0%
1st Pays in 35 days - intrastate	93%	97.0%	97.7%	98.9%	99.2%	97.9%	98.3%	96.1%	96.9%
1st Pays in 35 days - interstate	78%	96.3%	96.6%	97.5%	97.6%	98.3%	98.0%	94.6%	95.5%
<b>Tax/Cash Management</b>									
Days' worth of deposits in Clearing Account	<= 2 days	1.9	1.8	1.0	1.2	0.4	1.2	2.7	2.4
<b>GPRA Performance</b>									
UI Recipency Rate	NA	66.2%	63.3%	46.0%	43.5%	59.6%	55.1%	51.2%	47.1%
BAM Wage Replacement Ratio	NA	31.5%	31.4%	48.4%	50.5%	48.6%	48.0%	50.7%	51.7%
UI claimants registered with ES (BAM)	NA	37.6%	39.5%	70.7%	60.7%	100.0%	99.8%	83.8%	81.2%

\* Data not available

Rundate: October 1, 2001